

In this issue:

Autumn Outreach ♦ Juneau Office Move ♦ Third Quarter Data

Autumn & Winter Outreach 2017

The [first goal of our strategic plan](#) is that **Alaskans are aware of the role, work, and value of the Alaska State Ombudsman**. We achieve that goal by engaging in outreach and connecting with Alaskans through local organizations and events. We launched our new outreach at the Alaska Federation of Natives Convention in Anchorage, where we met hundreds of people from all over Alaska and were able to talk about what we do and how we can help people who encounter problems with state agencies. Special thanks to Claire Richardson, Chief of Staff for Lt. Governor Mallott, for her great planning and coordination of the state booths at AFN this year.



The Ombudsman provided presentations and outreach information at the Alaska Coalition on Housing and Homeless Conference and to local opioid abuse prevention and wellness coalitions, University of Alaska Fairbanks student and administrative leadership, mental health providers and consumers, and others in Fairbanks. Thanks to the hospitality of the Legislative Information Office staff in Fairbanks, we also hosted an afternoon intake for folks from Fairbanks and North Pole.

We are currently working with the [Alaska OWL Online with Libraries](#) Program to offer outreach and information to rural communities in December and January. Stay tuned for dates and times for those events.

If you would like to invite us to present to your organization or have ideas for how we can better engage with Alaskans, email us at Ombudsman@akleg.gov.

Welcoming, Safe, Accessible Office Space in Juneau

Many people who come to the Ombudsman for help report having experienced less than welcoming or helpful reactions at other state offices. Many complainants are older and/or experience disabilities. And most feel like navigating government systems is too hard. This is why [our second strategic plan goal](#) is to **provide welcoming and accessible environments for people to come for help**. Part of this goal is also to **provide safe, secure environments for the public and our staff**. Security incidents involving direct or indirect threats to our staff occur with some frequency, so ensuring that the Office of the Ombudsman is safe for everyone is important.

After much searching, and with great help from lots of Legislative Affairs staff, we have secured accessible, secure, and more welcoming office space in the Goldstein Building in Juneau (which also saves money in rental costs each year). We'll be moving in mid-November and ready to welcome everyone to our new space in December.

Third Quarter Data, 2017

Here's a quick snapshot of intake and complaints investigated July 1-September 30, 2017:

- ♦ 621 new contacts (requests for assistance or information)
- ♦ 550 new jurisdictional complaints
 - ❖ 338 declined for investigation (premature, etc.)
 - ❖ 90 provided information and referral
 - ❖ 90 resolved with brief assistance
 - ❖ 10 opened, investigated and closed as resolved
 - ❖ 22 opened, in process of investigation

Of new jurisdictional complaints:

- ♦ 23% were about the Department of Corrections;
- ♦ 13.6% were about the Office of Children's Services;
- ♦ 11.5% were about the Department of Administration, primarily the Public Defender's Office and Office of Public Advocacy; and
- ♦ 6.5% were about the Division of Public Assistance.

COMING SOON



Watch for our new, more user-friendly website coming this Fall!

J. Kate Burkhart, Alaska State Ombudsman
<http://ombud.alaska.gov/>